MINUTES
of the
SIXTH MEETING
of the
INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS
OVERSIGHT COMMITTEE

November 29, 2007
State Capitol, Santa Fe

The sixth meeting of the Information Technology and Telecommunications Oversight Committee (ITOC) was called to order by Representative Debbie A. Rodella, chair, at 10:30 a.m. on November 29, 2007 at the State Capitol in Santa Fe.

Present	**Absent**
Rep. Debbie A. Rodella, Chair	Sen. John Arthur Smith, Vice Chair
Sen. Rod Adair	Rep. Don L. Tripp
Rep. Janice E. Arnold-Jones	
Sen. Vernon D. Asbill	
Sen. Linda M. Lopez	
Sen. Richard C. Martinez	
Rep. Luciano "Lucky" Varela	
Rep. Richard D. Vigil	
Rep. Peter Wirth	

Advisory Members	
Rep. Kathy A. McCoy	Rep. Elias Barela
Sen. Gerald Ortiz y Pino	Sen. Mark Boitano
Rep. Jeannette O. Wallace	Sen. Pete Campos
	Sen. Carlos R. Cisneros
	Sen. Kent L. Cravens
	Sen. Phil A. Griego
	Sen. William H. Payne

Staff
Mark Guillen, Legislative Council Service (LCS)
Ralph Vincent, LCS
Doug Williams, LCS

Guest
The guest list is in the meeting file.

Copies of all handouts and written testimony are in the meeting file.

The minutes of the September 27, 2007 meeting were approved.

Status of Fiber Optic Communications
─Charles Ferrell, Executive Director, New Mexico Exchange Carrier Group
─Leo Baca, Director of Government Relations, Qwest
─Dennis Pappas, Qwest

Mr. Ferrell summarized the status of fiber optic communications as follows:

Baca Valley Telephone Co., Inc.
- 2006: added 80 miles of fiber cable to the existing 120 miles of fiber cable already in existence, and replaced remote serving terminals to accommodate growth of broadband services, at a cost of $2.5 million.
- 100% of customers can have broadband services via copper/fiber and satellite connections.

Century Telephone Co., Inc.
- Replaced copper interexchange network cable from Zuni to Grants with fiber cable. Fiber access points were constructed for Pescado, Ramah and El Morro. Project was in planning several years, delayed due to planning permit on Native American lands.
- In the last two years, an intraexchange fiber distribution plan has been initiated and fiber has been connected to the meet point with Qwest, and is in service.

Dell Telephone Cooperative, Inc.
- Serves the Timberon Exchange via a fiber connection and has had for the last several years a fiber network into El Paso, Texas and Las Cruces.
- Replacing their legacy switch network with internet protocol (IP)-enabled switches.
- Continues to increase its DSL services to its customers. Some of these customers are 20 to 30 miles from the main switching center.

ENMR Telephone Cooperative, Inc.
- 380 miles of distribution fiber have been placed in the ground to current digital loop carrier (DLC) locations.
- Fourth quarter 2007 project will begin to construct an additional 400 miles of distribution fiber to the remaining DLCs.
- OC-48 equipment is being upgraded to OC-192 equipment to prepare for additional bandwidth requirements and provide ethernet services to customers.
- Project beginning now to replace all DLC equipment with broadband loop carrier (BLC) equipment, which will upgrade the network from ADSL2 (-8 Mbps maximum) to ADSL2+ (-24 Mbps maximum).

La Jicarita RTC, Inc.
- In the last five years, has been one of the leaders in providing DSL to rural New Mexico.
- Over 95% of its customers can subscribe to DSL if they want it.

Leaco Telephone Cooperative
- Providing DSL to the communities of Dexter, Hagerman and Tatum.
- Provides fiber connections for internet access to schools in its serving area and provides internet access to schools in the Lovington and Hobbs area.
- Will have Wi Fi Hot spots in Dexter and Hagerman.
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Penasco Valley Telephone
- In the past 18 months, Penasco Valley Telephone has installed 33.6 miles of fiber and three new electronic sites to shorten the loop to subscribers.

Roosevelt County RTC, Inc.
- Completed engineering a fiber route to the home project in Texico, and will start construction this year.
- Engineering a 21-mile fiber route from Dora to Milnesand and Causey. This project will push broadband technology farther into rural New Mexico and increase access to the internet.
- Upgrading 25 DLCs to BLC equipment that will increase speeds from 4 Mbps to 24 Mbps.

Sacred Winds Communication
- 2,500 current customers over copper wire.
- 6,500 unserved Navajo households (homes without phone service).
- Designing 700 miles of radio relay to reach unserved Navajo households.
- Has installed service over copper wire to 178 new customers since January 1, 2007.
- Converted 664 customers to Tribal Lifeline Program (discount program for low-income residents) since January 1. Installed high-speed internet over radio to Huerfano Chapter in January 2007.

Tularosa Basin Telephone Co., Inc.
- Fiber to the home project started in 2006 and is due to be completed by the end of 2008. When complete, customers will have options for video services, as well as broadband and regular telephone service. In fact, this fiber network will be the first in the state, and nationwide, that will provide an IP network protocol with 1 gigabyte ethernet connection.
- This multimillion-dollar project will benefit customers in Cloudcroft, Carrizozo and Tularosa.
- 98% of customers can have broadband services today, and currently have 29%

penetration.

Valley Telephone Cooperative, Inc.
- Replacing "legacy" telephone switching equipment with state-of-the-art IP soft switches in Animas, Playas and Columbus.
- Completed placement of fiber cable to all of its DLCs in New Mexico in order to expand bandwidth and improve dependability.
- The existing DLCs will be replaced to expand its broadband services to include IP video services.
- DSL is available to over 80% of its rural customers in southern New Mexico and has achieved a double-digit penetration rate.

Western NM Telephone Co., Inc.
- Company serves 15,000 square miles, approximately 6,400 customers and 7,200 access lines.
- 2006: 30 miles of fiber expansion completed; 2007: targeted approximately 100 miles of fiber expansion to be engineered and 25 miles to be completed; and 2008: scheduled to complete an additional 75 miles of fiber. Total estimated investment for fiber from 2006 through 2008 is $5.5 million.
- The company started upgrading "legacy" switch network with IP- enabled switches in 2005 and will complete projects by September 1, 2007. These upgrades have improved and will improve, the overall quality of service to its rural customers, as well as provide a platform to meet future customer requirements.
- Currently, approximately 70% of the customer locations have DSL available, which includes the Alamo Chapter, a part of the Navajo Nation. The company is targeting to increase this availability to between 75% and 80% by the end of 2007.

Windstream Communications, Inc.
- In the last three years, Valor Communications, now Windstream Communications, has aggressively expanded its fiber network and broadband services over its entire serving area.
- Currently, 100% of its customers have access to DSL services.
- Has engineered and been reenforcing network facilities in the Jal area to accommodate the economic growth that is occurring there.

Mr. Pappas described the progress made by Qwest as follows:

By March 31, 2008, Qwest has committed to complete the CO diversity plan in the Farmington wire center. It entails placement of new technology across a 1,100-mile fiber route across 25+ central offices in both New Mexico and Colorado. While most of the fiber capacity is existing, it will be new capacity added to the network for New Mexico use.

In many of the remaining central offices where diversity will be established, Qwest was able to strike fiber lease agreements with other incumbent phone companies or place digital radio systems to address their diversity needs, but there are four locations where Qwest will be placing new fiber facilities to accomplish this AFOR settlement requirement.

In a vast majority of the new developments being built today, Qwest is placing fiber optic facilities to serve end users within the development with voice and broadband services.

Other AFOR settlement-related work is also driving deployment of additional fiber within the outside plant world. Outside of Albuquerque, there has been placement of more than 246,000 feet (almost 47 miles) of new fiber, which will allow a migration away from existing metallic facilities. This initiative will support a substantial number of existing systems, improve service offerings and increase network reliability. In the Albuquerque metro area, placement of about a mile of fiber on two pending fiber migration jobs with a number of feeder jobs are in the initial stages of the planning and approval process. However, Qwest is replacing more than 65 miles of metallic distribution plant in Albuquerque in the coming months, with many more miles being planned.

Qwest is in the process of identifying additional locations across the state where fiber placement will take occur, but at this time, it does not have the plan fully developed. As the plan materializes in 2008, Qwest can share the mileage being added through this initiative. Two of the other AFOR settlement-related projects include the deployment of advanced telecommunications technologies and network improvements/capacity augmentation. To that end, currently has plans in place for more than 310,000 feet (58 miles) of fiber to meet this AFOR obligation. These jobs are currently underway and should be completed in the 2008 time frame.

Representative Arnold-Jones asked when everyone is going to be connected. Mr. Pappas responded that Qwest now offers broadband to 79% of its customers and is striving for 83%+ coverage. Mr. Ferrell stated that the Exchange Carrier Group provides broadband to 90% of its customers. Both gentlemen acknowledged that failure to offer broadband results in lost customers.

Representative Arnold-Jones requested a combined map that shows all the fiber optic in the state. Mr. Pappas said that he could provide a map in cooperation with Mr. Ferrell.

Representative McCoy observed that Qwest and the rural carriers need to do more marketing. Mr. Pappas responded that Qwest uses signage to advertise broadband in

communities where it is working and also has a kiosk that is used to demonstrate services.

Representative Rodella asked about the status of competition. Mr. Baca stated that customers are disconnecting their land lines in favor of wireless service, and, in Albuquerque and Rio Rancho, customers are switching to cable companies. He noted that cable companies do not utilize Qwest facilities; therefore, Qwest does not have a wholesale opportunity when customers switch to cable service. Mr. Baca noted that Qwest is heavily regulated and the competition is not.

New Mexico Commission for Public Broadcasting (NMCPB); Budget Request
—Michael Brasher, Chair, NMCPB

Mr. Brasher described the request for $320,000 to replace television and radio equipment.

Representative Rodella suggested that the source of funds be designated as general obligation bond funds.

The committee endorsed the legislation with one change. On draft 170823.2, page 3, line 15, strike New Mexico State University and substitute Eastern New Mexico University. Representative Rodella will sponsor the bill with Senator Ortiz y Pino to co-sponsor.

Human Services Department (HSD); Interoperability
—Pamela Hyde, Secretary of Human Services

Representative Rodella requested staff to draft a letter to Secretary Hyde expressing disappointment that no one from the HSD was present at the committee meeting.

New Mexico State Library; Budget Request
—Susan Oberlander, State Librarian, New Mexico State Library

Ms. Oberlander described the purpose of the $3.2 million requested appropriation.

Representative Arnold-Jones observed that she does not believe that the state library should be part of the Cultural Affairs Department.

Representative Varela suggested a change in library regulations.

Representative Wirth noted that the State Library is too often overlooked because of the department's other priorities.

Senator Ortiz y Pino asked what the proposed appropriation would be used for. Ms. Oberlander responded that, at the requested level, the money would only be used for library collection acquisitions, not the operating budget.

Representative Arnold-Jones noted that the role of the public library system is changing and evolving.

Representative Rodella stated that rural libraries are a vital part of the community.

The committee adopted the legislation. Senator Martinez will sponsor, with Representative Varela co-sponsoring.

Information Technology Commission (ITC); Update
—Mark Duran, Chair, ITC

Mr. Duran reported that the ITC held its first organizational meeting on November 19, 2007.

Representative Rodella asked for a list of the ITC members. Mr. Duran responded that there are still some vacancies on the ITC. Mr. Duran provided a copy of the existing members.

Workforce Solutions Department (WSD); One-Stop Shop
—Terry Othick, Chief Information Officer, WSD

The New Mexico Virtual OneStop System (NMVOSS) is a software application licensed from Geographic Solutions, Inc., of Palm Harbor, Florida, and a branch office in Salinas, California. The WSD licensed NMVOSS in 2002. Geographic Solutions products are installed in 40 states. NMVOSS is a mission-critical system for WSD. NMVOSS can best be summarized as follows:

Virtual OneStop provides universal access to online services for individuals seeking jobs, job training and program information; employers looking to recruit talent and assess the labor market; and providers promoting their programs. The Virtual OneStop system also provides services for staff and one-stop operators, automating their case management and allowing them efficiently to assist job seekers, employers and providers. In addition to the core and intensive services delivered by Virtual OneStop, the system offers easy access to key reporting features to provide management with valuable information for improving service delivery and enhancing performance, and meeting federal reporting requirements.

The Virtual OneStop system is used by citizens looking for jobs and/or training in order better to qualify for a job, employers needing to fill job vacancies and the WSD and/or one stop operators needing to manage caseloads and grants tied to specific funding requirements associated with work force employment. Key features of current NMVOSS

include:

- core services for individuals;
- career services;
- job seeker services;
- labor market services;
- education services;
- assistance center;
- core services for employers;
- labor market services;
- education services;
- resource links;
- assistance center;
- labor exchange for individuals;
- background builder; and
- My Onestop Profile.

A wide variety of clients use NMVOSS on a daily basis. NMVOSS contains the single largest repository of jobs in New Mexico and can be accessed from any computer with internet access. The system serves employers looking to hire personnel, and job seekers prefer its self-service abilities to gain reference materials and job postings. The WSD staff, work force boards, educators and economic developers find a variety of useful information when it comes to employment and case management. NMVOSS can be accessed either by navigating from the WSD web pages or by going directly to the NMVOSS web site.

NMVOSS was licensed from Geographic Solutions, Inc., in 2002 for the approximate cost of $4 million, including the first four years of maintenance. An additional $2 million was used to purchase servers, equipment, communications equipment, training, conversion and other infrastructure. The WSD has been working on a purchase order for the past several months to purchase a few new modules that will provide additional capabilities and to comply with new federal reporting requirements. The WSD has two dedicated application staff members, two end-user or program staff members and one dedicated DBA/database administrator supporting the application.

The Virtual OneStop System operates continuously on a series of industry-standard servers currently housed at the DoIT Data Center in Santa Fe. A combination of web, application, database, reports and test servers are supported by this application, which runs under the Microsoft SQL operating system. The application is browser-based and, therefore, readily accessible by job seekers, employers and staff members. The majority of this equipment is five or more years old and must be replaced due a combination of age, technology advancement and compatibility with newer software application requirements.

As federal budget allocations continue to decline, the WSD is continually challenged to maintain current applications and support, and, even more so, to implement newer technologies. The Workforce Technology Division (WTD) continues to seek ways to operate, yet deliver quality services to clients. Reduced budgets, along with increased labor costs, have lead to double-digit staffing vacancy rates, antiquated PCs, equipment and servers, and reduced support levels. We are responding to this challenge by looking for opportunities to reduce staffing and operational costs by partnering, hosting and focused management of all of resources.

The Virtual OneStop System is a mission-critical system in terms of the WSD meeting the labor exchange needs of the citizens of New Mexico, as well as complying with associated policies and regulations of the United States Department of Labor. NMVOSS enables New Mexico employers to post job vacancies as well as search for job vacancies throughout the United States. Once registered for services, NMVOSS allows job seekers to create resumes, search for job openings and obtain job training through WSD-managed training providers. Case managers can use the system for managing and monitoring program-specific training programs and associated funding. Finally, the system collects information from each of the major functions and provides both management and federal reporting regarding performance and outcomes.

Representative Arnold-Jones asked about system reliability. Mr. Othick responded that the WSD currently has five servers and is working to improve reliability. The DoIT is providing backup.

Representative Arnold-Jones asked if there is any integration with SHARE. Mr. Othick stated that the WSD uses the personnel job listings from SHARE to use in its system.

Representative Varela asked how many one-stop centers there are. There are approximately 100 sites.

Homeland Security and Emergency Management Department (HSEMD); Interoperability
—John Martinez, Deputy Director, HSEMD

Mr. Martinez provided an update on the HSEMD progress toward statewide public safety interoperable communications.

Representative Varela asked about funding. Mr. Martinez responded that, in the current fiscal year, the federal grant to HSEMD is $8.2 million. Of this amount, 20% may be granted to state agencies and 80% is reserved for local and county governments.

Representative Varela requested staff to follow up on HM 135 from the 2007 session.

Representative McCoy asked if the introduction of voice of internet will replace gateways. Mr. Martinez stated that there will likely always be a need for gateways.

Department of Public Safety; Stalking
—Sergeant Roberta Radosevich, Rio Rancho Department of Public Safety; Melissa Dewer, Legal Counsel

Sergeant Radosevich explained the need for expanding the existing stalking legislation.

Representative Arnold-Jones questioned some of the proposed amendments, e.g., the inclusion of immigration status.

Senator Lopez suggested that the language of the proposed bill needs to be revisited and tightened up.

Representative McCoy raised a procedural question with respect to confining the committee's action to technology issues.

Representative Rodella suggested that staff draft a memorial to study further the issue of cyberstalking.

Representative Arnold-Jones recommended a task force approach to studying the issue in order to provide for future technology advances.

The committee adjourned at 4:30 p.m.